



## Work Instruction (WI)

**DIRECTIVE NO.** 270-WI-1460.2.2A  
**EFFECTIVE DATE:** January 5, 2016  
**EXPIRATION DATE:** January 5, 2021

**APPROVED BY Signature:** Original Signed By  
**NAME:** Naomi D. Manadier  
**TITLE:** Acting Chief, Information and Logistics  
Management Division

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### COMPLIANCE IS MANDATORY

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**Responsible Office:** Code 270/Information and Logistics Management Division

**Title:** Mail Services Center

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## PREFACE

### P.1 PURPOSE

This Work Instruction documents the Mail Services Center (MSC) responsibilities for the processing of official government mail at the Goddard Space Flight Center (GSFC) Greenbelt facility. This procedure provides for a means of receiving, screening, scanning, sorting, delivering, reporting and the overall general processing of GSFC mail pieces.

### P.2 APPLICABILITY

This procedure applies to all incoming, outgoing, and internal small packages and mail pieces handled and processed by the Information and Logistics Management Division's (Code 270) Mail Services Center in support of the GSFC in Greenbelt MD. Management of Mail Services activities is under the direction of the Technical Information and Management Services Branch (Code 271), and performed by the logistics support contractors (Code 279), Transportation Branch (Code 274), and Mail Services Center personnel.

### P.3 REFERENCES

22CFR §126.1, as amended through 77 FR 39392 (July 3, 2012;15 CFR 746 and 740 Appendix D:4 (Current as of 07-01-15). Designated Countries List Attachment #1  
([http://oiir.hq.nasa.gov/nasaecp/DCList\\_07-01-15.pdf](http://oiir.hq.nasa.gov/nasaecp/DCList_07-01-15.pdf))  
270-0096 Advance Job Sheet  
270-0097 International Mail Memo  
270-WI-1460.0.1, Commercial Mail Metering Process  
270-WI-1490.0.1, Handling Suspicious Mail  
Accountable Mail Manifest  
Distribution Confirmation Letter  
GPR 1460.2, Mail Management Program  
GSFC 11-54 Shipping and Mailing Request form  
GSFC 20-4 Shipping and Transfer Request form  
Manifold Registry Dispatch Book  
NASA Mail Management Guide

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NPD 1460.1, Agency Mail Management Program  
 USPS Domestic Mail Manual  
 USPS Form PS 3533, Application and Voucher for Refund of Postage and Fees  
 USPS Form PS 3602-A, Record of Meter Register Readings Book

#### **P.4 CANCELLATION**

270-WI-6400.1.7E, Shipping Material through the Small Package Office  
 270-WI-1460.2.2, Mail Services Center

#### **P.5 TOOLS, EQUIPMENT, AND MATERIALS**

Glove box  
 Mail bins  
 Mail Meter System  
 Mailbags  
 N95 Particulate Respirators  
 Nitrile Gloves  
 Sorting Tables  
 X-ray machine

#### **P.6 SAFETY PRECAUTIONS AND WARNINGS**

A. Under no circumstances shall hazardous materials be shipped through the MSC;

1. Hazardous material shipments require examination for packaging/certification conformity and must be processed through the Packaging and Crating Section in building 35, room 100, using a GSFC 20-4 and in accordance with 270-WI-6400.1.1.M.
2. Hazardous material transportation arrangements must be made through Code 279, Traffic Management Office (TMO) in building 27, room 100, using a GSFC 20-4 and in accordance with 270-WI-6400.0.11.

B. The Supply and Equipment Management Branch, Code 273 must approve all shipments involving equipment items of any kind prior to those items leaving the Center. Equipment items (ECN tagged or \$5,000. value or more) shall not be processed for shipment through the MSC without this approval.

C. Nitrile gloves and N95 Particulate Respirators will be made available to MSC employees for their own personal protection. Use of these items, however, is optional and up to the discretion of each employee. Information received from the United States Postal Service (USPS), the General Services Administration (GSA), or the GSFC Safety and Security Offices regarding potential dangers to the MSC will be posted in the MSC and employees will be made aware of such circumstances. Additional guidance regarding the handling of suspicious mail pieces can be found in 270-WI-1490.0.1.

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## **P.6.1 CRITICAL OPERATION EVACUATION PROCEDURES**

A. If anyone in the Mail Services Center (Bldg.35 Room 131) discovers a suspicious letter (powder, wires etc.), they should leave the item where it is. They should first shut down the Heating/Ventilation/Air Conditioning (HVAC) system “pushing the red button” on the Emergency HVAC Shut-Down switch (see below picture), which is located on the right wall inside the double entry doors (Bldg.35 Room 131).



B. All personnel should evacuate immediately and assemble in the pre-designated assembly area (field next to the building behind the swing gate), and notify an Officer working the truck inspection area. If the MSC employees were unable to shut down the HVAC, the Officers will shut it down if possible from inside the gate house. The MSC Supervisor or MSC Lead will place a call to the Security Operations Center (SOC) at 9-1-1 or 301-286-9111, and notify them of the situation, and to evacuate the building using Emergency Public Address System (EPAS). Incident Command will be established and the roads leading to the building will be shut down. Building 35 Facility Operations Manager (FOM) and Floor Wardens will verify all employees have evacuated.

C. If the personnel on the loading dock side determine they have a suspicious package, or the package contains an explosive, personnel shall leave everything the way it is, (package, doors, etc.), and do not use electronic devices, and evacuate the area immediately. Call the SOC at 9-1-1 or 301-286-9111, and notify them of the situation, and to evacuate the building using EPAS. Employees shall assemble in the pre-designated assembly area (field next to the building behind the swing gate). Incident Command will be established and the roads leading to the building will be shut down.

## **P.7 TRAINING**

A. MSC employees will be trained on the proper use of the mail metering equipment, and the procedures for processing NASA GSFC mail.

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- B. MSC employees will receive any necessary training on the use of the vendor provided shipping system, (e.g.FedEx Powership system), from the respective vendor.
- C. Information designed to educate and inform NASA GSFC customers on processing packages through the MSC will be disseminated, for example, through Center announcements and/or Goddard Dateline articles, as needed on an unscheduled basis.
- D. All MSC employees shall be briefed quarterly on proper procedures for identifying and handling suspicious mail items and all new employees will be briefed within their first week of working in the MSC. The MSC Supervisor will also brief employees annually on the proper use and disposal of gloves and respirators. The list of suspicious mail indicators will be visibly posted in the MSC for reference purposes.

## P.8 RECORDS

| Record Title  | Record Custodian  | Retention   |
|---|-------------------|---|
| 270-0096, Advance Job Sheet                         | Mail Supervisor   | NRRS 1/87D, Destroy when 1 year old.                  |
| 270-0097, International Mail Screening form letters | Mail Supervisor   | NRRS 1/33, Destroy 2 years after response to request. |
| Accountable Mail Manifest                           | Mail Supervisor   | NRRS 1/87A1, Destroy when 1 year old.                 |
| Customer Service Survey Card                        | GSFC Mail Manager | NRRS 1/87A1, Destroy when 1 year old.                 |
| Daily Record of Meter Register Reading Book         | Mail Supervisor   | NRRS 1/87G, Destroy when 6 years old.                 |
| GSFC 11-54, Shipping and Mailing Request form       | Mail Supervisor   | NRRS 6/2C   |
| GSFC 20-4 Shipping and Transfer Request             | Mail Supervisor   | NRRS 6/2C   |
| Manifold Registry Book                              | Mail Supervisor   | NRRS 1/87A1   |
| Monthly/Annual Mail Report                          | Mail Supervisor   | NRRS 1/87G.   |
| USPS Form PS 3533                                   | Mail Supervisor   | NRRS 1/87C - Destroy when 6 months old.               |

\* *NRRS – NASA Records Retention Schedule (NPR 1441.1)*

## P.9 MEASUREMENT/VERIFICATION

Performance Requirements are contained in the GLTIC Technical Performance Incentive Fee Plan. Customer Service Surveys on a six month interval (June/December).

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## INSTRUCTIONS

All GSFC mail shall be handled in accordance with applicable NASA, USPS guidelines, and the GSA. These guidelines include, but are not limited to USPS, per 39 U.S.C. <sup>oo</sup> 401 et seq. and <sup>oo</sup> 601 et seq., in the Domestic Mail Manual, the International Mail Manual, and the Postal Bulletin, as well as the GSA standards and guidelines.

### 1.0 INCOMING MAIL

The MSC shall receive, screen, sort, and prepare for delivery all incoming official government business related mail pieces. In the event that personal non-business related mail pieces are received in the MSC, the MSC Lead will place those mail pieces to the side and contact the addressee. The addressee will be instructed that they need to come to the MSC to pick up their mail piece, as the MSC is not responsible for the handling or delivery of personal non-business related mail pieces.

#### 1.1 Pre-Sort

##### 1.1.1 From Post Office

All mail delivered to the MSC by the Post Office is screened by the X-Ray machine before any processing of the mail takes place. Once the mail has been scanned by the X-ray, it is unloaded and sorted by class of mail. First class mail items are placed on the sorting tables for processing. All First class mail pieces will be sorted for delivery the same day that they are received. All other classifications of mail will be processed as follows:

- All items addressed to the Knowledge Resources and Library Services Branch, Code 272 (Bldg. 21 GSFC Library), will be sorted for delivery regardless of the type of postage used to deliver the item.
- All items marked Periodical or Newspaper will be sorted for delivery.
- Mail items that arrive without a postage type indicated on the package will be checked against the subscription list provided by the GSFC Library. If the title of the publication is on the list, the items will be sorted for delivery. If the title of the publication is not on the list, the items will be discarded.
- All items marked Pre-Sort Standard or Standard mail will be discarded unless we have received a specific request to keep a particular item. When a request to keep a particular publication is received, the title of the item will be added to the list provided by the Library as items that should be sorted for delivery.
- All parcels will be sorted for delivery.

**1.1.2** All incoming USPS mail pieces that have a USPS barcode label on them will be scanned using the USPS provided scanner prior to those packages being sorted for delivery. USPS barcode

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labels are found on packages that are to receive special mail handling including registered, certified, express, insured, and delivery and signature confirmation services from the USPS. No mail requiring signature release will be delivered to the recipient. All signature released items must be signed for at the MSC (Bldg. 35, Room 131), the recipient will be notified by email from the MSC when an item arrives requiring signature release.

**1.1.3** All incoming mail from the USPS will be visually checked to determine if the mail piece contains a USPS barcode label. All mail pieces with a USPS barcode label will be removed from the pre-sort area and taken to the front desk for processing. The MSC Supervisor or Lead will then use the USPS supplied barcode scanner to scan each of the labels. Once the label has been successfully scanned, the operator will place a mark through the barcode label as indication that the label has in fact been scanned. Items that require special delivery services will then be processed in accordance with Section 6.0, Special Services Mail Pieces. Those items that can be delivered through the regular internal mail system will be returned to the pre-sort area for processing.

**1.1.4** The MSC Supervisor or Lead will ensure that all packages containing a USPS barcode label are scanned each day. Note that Express mail pieces must be scanned by noon each day but that there is not a time requirement on the scanning of other USPS items that contain a barcode label. Once all packages have been scanned, the MSC Supervisor or Lead will give the barcode scanner to the USPS representative that arrives in the MSC at noon each day. At this time, the USPS representative will drop off a new barcode scanner that the MSC will use for the rest of the afternoon and the next business day. Additional guidance on the handling of Express, certified, and registered mail pieces can be found in the Special Services section of this document.

**1.1.5** These guidelines apply to business related materials only. The MSC does not sort non-business related items such as Better Homes & Gardens, Sports Illustrated, etc.

**1.1.6** All mail that is addressed to a business/agency other than NASA is set aside and returned back to the USPS on the next postal truck. If the volume of mail received for another destination is large or if USPS Express or Priority mail pieces are included in the misaddressed mail, the USPS will be notified immediately so that they can come to the MSC to retrieve those packages. If the misdirected mail pieces include items that contain USPS barcode labels, the MSC Supervisor or Lead will scan those items as misdirected using the USPS provided barcode scanner.

### **1.1.7 From Internal Delivery**

Mail received from the on-Center delivery and pick-up drivers is removed from the bags or carts by the mail clerks and placed on the pre-sort table for processing.

### **1.1.8 Other**

An estimated count of the number of pieces of mail received from all sources is performed each day for monthly reporting requirements.

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### **1.1.9 Performance Standards**

All First class mail is processed and sorted for delivery the same day that it is received by the USPS.

All periodicals and other subscription related magazines and publications are processed and sorted for delivery within 2 working days of receipt.

All internal mail is processed for delivery within 4 hours of receipt in the MSC.

### **1.2 Suspicious Package Screening**

All incoming mail pieces are screened for suspicious indicators in accordance with 270-WI-1490.0.1.

### **1.3 Sorting Flats, Letters and Interoffice Mail**

**1.3.1** All flats, letters and interoffice mail received are initially presorted by mail code into bins located at the pre-sort table. These bins are marked with wide ranges of codes that correspond to the individual sorting cases located in the sorting area. The pre-sort table also contains bins for Wallops mail, outgoing mail, Headquarters mail and misaddressed mail. Letters for volume mail codes – financial management, library, tape storage, education office, personnel, etc. are separated and bundled at the pre-sort case and then taken to the individual case for efficiency purposes. All mail that does not have a mail code and cannot be easily identified for delivery is set aside and taken to the Research area.

**1.3.2** Mail clerks will ensure that all mail pieces containing a USPS barcode label have a black mark through that label before sorting those mail pieces for delivery. Packages that are found without a mark through the barcode label are taken to the front desk area for scanning in accordance with the procedures described above in Section 1.1.

**1.3.3** Once the pre-sort function is complete, the mail is removed from the pre-sort table bins and taken to the appropriate individual cases based on the range of mail codes.

**1.3.4** At the individual cases, the Mail Clerks sort mail by exact mail code into bins marked with the current code and building in which that mail stop is located.

**1.3.5** Any mail that cannot be matched with a bin identification or mail code, is set aside and taken to the Research area for further processing.



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## 1.4 Sorting Parcels

Incoming parcels that are too large to be delivered as mail are sorted for building and room location, using either the recipient's name or mail code, on a daily basis. If the recipient's name is not available, the mail code is matched with a listing of individuals responsible for the final distribution of mail at the buildings and the correct building and room numbers are marked on the parcel near the address. If the parcel contains inadequate delivery information, the package is opened to ascertain the proper delivery address based on the contents of the package. Once each parcel has been correctly labeled, they are placed on the Receiving delivery line for transportation each day.

## 1.5 Preparation For Delivery On-Center

**1.5.1** Mail bins are placed on sorting tables by mail clerks and identified by a label that contains the building number.

**1.5.2** Mail is processed for internal delivery once a day. Mail is removed from each bin one code at a time and placed in the appropriate building mail bin, and separated from the other mail bins, by an identifying cover which has placed in the appropriate building mail bin, as the one marked on the bin for that mail code.

**1.5.3** When the mail bins are full and/or when the mail wrap has been completed, the bins are removed from the table and placed on a cart for loading on the delivery truck. These carts are picked up by the mail delivery personnel on a scheduled basis in accordance with the mail delivery and pick-up schedule set by the Mail Services Center. Bins are filled to approximately 3 inches from the top in order to avoid the bins spilling over during the delivery process.

**1.5.4** Mail for the following organizations are not wrapped, but left loose and in place for pick-up by a courier - NASA Headquarters and Goddard Clubs.

**1.5.5** All mail for other NASA Centers is processed through the Small Package Office for overnight express delivery.

## 1.6 Special Considerations

**1.6.1** Any packages that arrive addressed to the Bid Room will receive special attention. The standard address format for these packages is:

Goddard Space Flight Center  
Greenbelt MD 20771  
Attention: Code 210  
Building 26, Room N050  
RFP 5-XXXXXXXXX  
PROPOSAL – DELIVER UNOPENED

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These packages will typically arrive via USPS Express Mail, but may also arrive via USPS First Class mail. All proposals must have the date and time that the package was received written or stamped on the outside of the package. These packages should not be delivered using the regular internal mail system. All packages that arrive in the MSC marked for the Bid Room will be turned over to the Central Receiving Section Head for ultimate delivery by Transportation personnel.

**1.6.2** The Goddard Library receives a large volume of mail. A regular bin is not assigned to the Library by code but rather a library “tub” is used to collect all Library mail. This tub is put on the cart for delivery during the regularly scheduled time when all other mail is prepared for delivery.

**1.6.3** All loose registered and express mail return receipts are removed from the pre-sort table and taken to the Special Services Desk. A copy of the return receipt is made and sent to the originator of the mail package and the original green card is filed in the MSC.

**1.6.4** The Space News is delivered to the MSC each Monday morning. These copies are sorted immediately upon receipt so as to be included in the next wrap of the mail.

**1.6.5** All mail that has a congressional frank is forwarded to the Office of Communications, Code 130, regardless of whom it is addressed to.

**1.6.6** All mail received from another country that is not specifically addressed to an employee or organization of GSFC, is forwarded to the Office of Communications, Code 130, for review.

## **2.0 Pick Up & Delivery of Mail**

### **2.1 On Center Delivery**

**2.1.1** There is one scheduled mail run per day. (see Attachment 1 for the mail schedule)

**2.1.2** Mail delivery personnel will take all mail that has been sorted by building for delivery and placed on the delivery cart from the MSC on the delivery truck.

**2.1.3** Mail delivery personnel will proceed to the mail stations for each building in accordance with the current published mail schedule. Upon arriving at each building, mail delivery personnel will remove mail for that particular building from the truck and take it to the buildings mail station. At the mail station, mail will be placed in the appropriate mail code’s mail bin.

**2.1.4** In addition, mail delivery personnel must pick up all outgoing mail at each buildings mail station. All other NASA Center, and off Center mail is picked up and returned to the Mail Service Center for processing.

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**2.1.5** All mail that has been picked up by the mail delivery personnel from on-Center mail stations will be delivered to the MSC by 1:30 PM each day.

**2.1.6** Mail delivery personnel will notify the MSC Supervisor of any problems at the building mail stations that are noticed during the course of mail delivery and pick-up.

### **3.0 OUTGOING MAIL**

#### **3.1 Receipt of Mail**

**3.1.1** Mail that has been picked up by mail delivery personnel from the off-Center mailbags of each GSFC building mail station is delivered to the outgoing section of the MSC once per day.

**3.1.2** The MSC Clerk will place all mail addressed to an off-Center destination on the worktable for review. Any mail that is for an international address is set-aside into the international mail area and will be processed in accordance with Section 5.0.

**3.1.3** Any Special Services mail pieces, e.g. registered, express, or certified mail, or mail that is addressed to an on-Center address is removed from the Outgoing worktable and taken to GSFC Mail Manager for processing.

**3.1.4** All empty mailbags are set aside and returned to the USPS for reuse.

**3.1.5** From Other Sections of the Mailroom:

**3.1.5.1** A clerk in the pre-sort section will collect Wallops mail from the pre-sort bins and from the individual Wallops mail code bins and place it in the Wallops mail box in the outgoing section.

**3.1.5.2** GISS/NEW YORK mail is collected from the bin marked "GISS/NEW YORK" in the Code 611's case of the mail bins and placed in the GISS/NEW YORK bin in the Outgoing section.

#### **3.1.6 Mail Brought in by Customers**

**3.1.6.1** Mail dropped off to the MSC by customers, is placed in the Outgoing mail section for processing. Mail received in bulk should be pre-sorted by the customer so that domestic, international, and other NASA Center addresses have been separated.

**3.1.6.2** Mail that is not ready for acceptance by the USPS is returned to the sender for correction. The customer has access to mailroom supplies if the volume of supplies needed is small. Otherwise, customers must themselves obtain whatever materials are needed to ready the material for delivery to the USPS.

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## 3.2 Sorting

**3.2.1** All mail for Wallops, GISS, and other NASA Centers, excluding NASA Headquarters, is sorted into the mail bins labeled for the appropriate Center. At 2:00 PM each day, these bins are emptied and put into an overnight express package. The appropriate address label is attached to the outside of the package and the package is taken to the Small Package Office to process for next day delivery. All mail for NASA Headquarters is put into the appropriate mail bin where it is picked up by the HQ Delivery driver at 8 AM for delivery to the NASA Headquarters mailroom.

**3.2.2** Mail from the external mail bag is reviewed for proper addressing and sorted according to size and weight. Non-government (personal) mail that already contains postage is placed in the bin designated for personal mail. This bin is given to the USPS each afternoon along with all other outgoing NASA GSFC mail.

**3.2.3** See the Special Services Mail section for instructions on preparing outgoing special services mail pieces.

**3.2.4** All misdirected mail is placed into a tub and returned to the USPS each day.

## 3.3 Metering Outgoing Mail

All NASA GSFC government mail is metered as first class mail and sorted into the appropriate outgoing mail trays or bags according to the amount of postage on the package. Letters are placed into letter trays and all flats are placed in USPS bins labeled "First Class/Flats". The flats are separated into two groups, those with less than \$3.00 worth of postage and those with more than \$3.00 worth of postage. All trays and bins containing metered mail are placed into a cart for pick up by the USPS at Bldg. 35 by 3:00 PM each day.

All outgoing parcels will be evaluated to determine the most cost effective method for delivery of the item. Parcels will be placed on the mail meter scale and the database will be used to compare the costs of sending the package through either the USPS or through the express ground service that is offered through the Small Package Office (SPO). The least expensive method that meets the customer's delivery requirements will be the method chosen for delivery.

Mail brought into the MSC by 2:00 PM is prepared for same day pick up by the USPS, unless special circumstances dictate otherwise.

### 3.3.1 Mail Meters

At the beginning of each day, the mail meter is turned on and the date changed to reflect the current day's date. The Mail Clerk logs onto the mail system using the appropriate password. Once into the system, the Mail Clerk selects the appropriate charge back account and postage type. Mail is then placed on the scale and metered appropriately.

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**3.3.1.1** At the end of each day, the Mail Clerk must close out the USPS account in the mail system in order for the system to appropriately record the mail that was processed that day. The mail clerk also records the ascending, descending, and account totals from the mail meter into the Daily Record of Meter Register Reading book. Each individual meter head has its own Meter Register Reading book.

**3.3.1.2** At the end of each week, the Mail Clerk uses the Reports part of the mail system to run an Account Summary report for the weeks mail activity. At the end of each month, the MSC Supervisor runs the same report for the entire month.

**3.3.1.3** The MSC Supervisor is also responsible for providing a monthly breakdown of mail costs per GSFC location. The Greenbelt information is obtained from the mail system Account Summary reports. Wallops and GISS mail personnel are responsible for providing their monthly mail numbers to the MSC supervisor for incorporation into the total MSC costs spreadsheet.

**3.3.1.4** When the meter account balance nears \$5,000, the MSC Supervisor will use the portable modem to add postage to the meter. Postage is generally added in \$10,000 increments unless otherwise directed by the MSC Supervisor or GSFC Mail Manager. The addition of postage to the meter must be annotated in the appropriate Meter Register Reading book.

**3.3.1.5** Maintenance of the mail meter systems is covered by an annual service contract. The Outgoing Mail Clerk is authorized to call the service provider when a problem arises and should report persistent problems to the MSC Supervisor.

**3.3.1.6** In the event that the service provider replaces a meter head, the service provider must provide a record for the transfer of the current meter serial number to the new one that includes the total amount of postage that was on the meter that was taken out of service. This information must be given directly to the MSC Supervisor for immediate reporting to the GSFC Mail Manager.

**3.3.1.7** Meter strips that are produced but not used by the MSC can be returned to the USPS for a partial refund in accordance with USPS Domestic Mail Manual guidelines, section P014.2.5. A refund is requested by completing a USPS form PS3533, having the request signed by the GSFC Mail Manager, and forwarding the request to the local post office.

All records relating to the mail meters are kept in accordance with the NASA Records Retention Schedule (NRRS).

## **4.0 Outgoing Packages**

**4.1** This section contains procedures and responsibilities applicable for the preparation and handling of packages (25 lbs. or less) to ensure that packages are shipped in a manner that is safe and arrives on-time at its final destination.

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All small package shipments through the MSC require a customer-completed GSFC 11-54 or a GSFC 20-4. Ground service shall be used for shipments within the continental United States that meet the MSC requirements and for which the customer has no requirement for express delivery service. Ground service shipments typically arrive at their destination within 2 – 7 business days.

Small packages must meet minimal packaging standards, or will be referred to the Packing and Crating section for additional packaging reinforcement. Packages containing hazardous materials or packages exceeding the 25 pound limitation must be handled by the Traffic Management Section (6-9642 or 6-0562) and be accompanied by a GSFC Form 11-54 or 20-4 with complete WBS Funding information.

## **5.0 Distribution**

The purpose of this procedure is to provide a system for timely and accurate completion of each distribution request and provide a record of the history of each request. This information is also used to establish an accurate count of the volume of mail and supplies associated with this area.

### **5.1 Receipt of Material**

**5.1.1** Material for distribution may be received from the GSFC Printing shop, outside printers, incoming parcels, the internal mail systems, and from employees and off-site individuals.

**5.1.2** Each delivery is visually reviewed by the distribution clerk to determine if the job is an approved GSFC distribution and for delivery to the proper incoming area. If a customer drops off the distribution job, the material is reviewed before the individual delivering the material leaves the mailroom to verify the distribution requirements. If the material received is from an outside printer, a count of the material received is verified against the materials packing slip before the material is signed for. This may include opening one of the boxes to verify the quantity per box.

**5.1.3** As the distribution jobs are received, or at the end of each work day at a minimum, a 270-0096, Advance Job Sheet is completed for each item delivered to the distribution section that day. The 270-0096 is completed to include name of person originating distribution, date received, expected date of actual distribution, what type of distribution is needed for the job, and any other comments that need to be documented. Information regarding the originator of the distribution request can often be obtained from the eMOD Service Request. In-house printing services are provided by the TIMS Duplicating Facility. All corresponding paperwork, including a sample of the item to be distributed and the receipt or packing slip, are attached to the back of the 270-0096. If distribution labels are needed to complete the distribution of the job, those labels are ordered through the TIMS Duplicating Section using the eMOD System.

**5.1.4** The job sheets are then put into the bin marked “New Jobs for Distribution”. A turnaround time of 3 workdays is assigned to each distribution job, unless circumstances require special

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handling or the distribution job requires unique support requirements. In these situations, the customer is contacted and a new completion date is negotiated.

## **5.2 Preparation for Distribution**

**5.2.1** The 270-0096 sheets are reviewed to determine what type of distribution is required. Once a determination has been made to the appropriate type of labels needed, the Distribution Clerk reviews the current stock of distribution labels to determine if the appropriate labels are available. Labels over two months old are considered out-of-date and are recycled and re-ordered as needed.

**5.2.2** If it is necessary to generate distribution labels, the Distribution Clerk make a request through the TIMS Duplicating Services Section. The generation of labels needed to complete distribution jobs should occur within three-days of receipt in the MSC.

**5.2.3** The Distribution Clerk should review the on-hand supply of commonly used distribution labels once per week to dispose of outdated labels and to determine if labels need to be generated for expected future distribution requirements.

## **5.3 Distribution**

**5.3.1** In instances where the customer has not provided enough material to complete the distribution, the distribution job is placed on hold. The initiator of the distribution job is notified for further instructions. An annotation is made on the appropriate 270-0096 for jobs placed on hold to include the date and reason the job was not completed and the date the originator was contacted. Once the MSC receives the additional materials from the originator, the distribution job is rescheduled for completion.

**5.3.2** If for any reason the originator of a distribution job must be contacted, i.e. completion date cannot be met, there are insufficient copies to complete a job or any problem which arises with the distribution job, the date the originator was called and a summary of the phone call will be annotated on the corresponding 270-0096.

**5.3.3** Completed distribution jobs are either taken to the Outgoing Mail Section for off Center distribution recipients or the Pre-Sort area for internal distribution recipients. In an effort to reduce costs, if a distribution piece weighs more than three or four (3 or 4) pounds per domestic addressee, the originator is contacted in an effort to determine if the mailing can be sent out using the current Ground Service provider versus USPS First Class mail. If the originator agrees to let the MSC process their distribution via Ground Service, the information will be annotated on the 270-0096.

**5.3.4** The actual date of distribution is annotated on the 270-0096 along with the total number of copies distributed, what type of distribution job was done, and any other applicable comments. The completed 270-0096 is then placed in the appropriate weekly distribution job folder and filed away.

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**5.3.5** A Distribution Confirmation letter is completed and mailed to the originator of the distribution. The Distribution Confirmation letter includes the date that the distribution job was completed and a copy of the material that was distributed. Distribution Confirmation letters do not need to be completed for routine distributions such as the Goddard News, GEWA Flyers, and NASA Federal Credit Union flyers. The Distribution Confirmation letter should be completed and forwarded to the addressee within 2 days of completion of the distribution job.

**5.3.6** Any leftover copies of the distribution materials are returned to the originator unless otherwise specified by the originator.

**5.3.7** At the end of each week, the completed 270-0096 forms are filed in a folder marked with the dates of that week. The information from the completed 270-0096 job sheets are used to complete the monthly mail report (see section on monthly reporting requirements). Files relating to distribution jobs are kept in accordance with NRRS guidelines.

## **5.4 Updating Distribution Lists**

**5.4.1** There are two types of distribution lists, specialized and standard. The MSC is responsible for maintaining the specialized distribution lists that are created for GSFC civil servants and contractors.

**5.4.2** Customers requesting changes to a current specialized distribution list do so by providing the MSC supervisor with a list of changes needed and the distribution identification number. The MSC supervisor gives these changes to the Distribution Clerk. The Distribution Clerk uses the TIMS Section to make the requested changes to the mailing list. Once all changes are made, a report detailing current recipients of that distribution list is generated and returned to the originator for review and approval.

**5.4.3** Customers requesting a new specialized distribution list must do so in writing. The requested distribution list must be submitted in typed form or via e-mail. The new distribution list is assigned a three-digit identifier along with the originator's name and code information. The MSC Supervisor will create the new distribution list using an eMOD request and the list will be reviewed and approved by the originator before it is used.

**5.4.4** Changes and/or additions to the specialized distribution lists are generally completed within 3 days. Special requests are reviewed on a case-by-case basis.

## **5.5 Special Considerations**

**5.5.1** News releases distributed by the Office of Communications are guaranteed same day turn-around time if they are received by noon and next day turn-around if received after 12:00 pm.



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**5.5.2** Strike notices receive top priority. Jobs in process are halted, unless they are within ½ hour of completion, and the strike notice distribution job is processed.

**5.5.3** Once a month, the Goddard Retirees Association (GRA) inserts their monthly newsletter as well as the most recent copy of the Goddard News into envelopes for mailing. Their mailing list contains information regarding retired GSFC civil servants and is maintained by the MSC along with the other special distribution lists. The GRA stuffs all envelopes and the MSC applies postage to the envelopes for mailing.

## **5.6 Supplies**

The on-hand stocks of envelopes and other distribution materials are inventoried once a month to determine if stock replenishment is needed. Replenishment requirements are given to the MSC Lead or Supervisor for ordering.

## **6.0 International Mail**

The purpose of this section is to delineate procedures for the timely processing of international mail including review for proper approval. All outgoing GSFC international mail will be processed in accordance with the applicable NASA, USPS, and GSA guidelines.

### **6.1 Restricted International Mail**

All international mail addressed to a restricted country, as defined by NPR 1450.10D, Appendix E, must be approved by the Export Control Office, Code 274, prior to processing by the MSC. International mail received for one of these restricted countries which has not been approved by the Export Control Office, is returned to the sender along with a 270-0097, International Mail Screening form letter, which indicates that Code 274 approval is required for processing of their mail piece.

### **6.2 Approved International Mail**

At the beginning of each day, the Outgoing Mail Clerk will label two mail bins. One bin will be labeled “Air Mail” (for International Priority Air (IPA) service) and one bin will be labeled “Printed Matter” (for International Surface Air Lift (ISAL) service). Additional bins are labeled appropriately as the volume of outbound mail dictates. As outgoing international mail arrives for processing, the Outgoing Mail Clerk sorts through the mail pieces to verify that the mail pieces are addressed to an approved country. Mail pieces that are addressed to a designated area, as defined by NPR 1450.10D, Appendix E, must have a signature approval from the GSFC Export Control Office, Code 274. Those designated country mail pieces that do not already have the required signature will be returned to the sender with a 270-0097 instructing them of the required approval. All approved designated area international mail pieces and mail pieces for non-designated area countries are then sorted by the IPA and ISAL services. Mail that has been marked “air mail” by the customer is sorted as such and receives IPA service. All other international mail

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pieces receive ISAL service. All international mail received prior to 1:00 PM is processed for same day pickup by the approved International Mail consolidator, otherwise it is processed for next day pickup. Each afternoon, the Air Mail (IPA) and Printed Matter (ISAL) bins are weighed. The weights are totaled and annotated on a waybill (Attachment #4). GSFC's International Mail consolidator then picks up the waybill and the international mail for processing each day. It is then the responsibility of the vendor to process GSFC's international mail in the most timely and cost efficient method possible. For more details on the current international mail consolidator, refer to the contract.

### 6.3 Records

Copies of correspondence from the GSFC Export Control Office, Code 274, approving the processing of mail to a restricted country are kept in a file in date sequence. These records are retained in accordance with the NRRS.

The international mail consolidator is responsible for providing a monthly report of international mail activity, to include total costs and pieces for the month. These monthly reports are compiled by the logistics services contractor for measurement of workload data for statistical reporting figures to the ILMD.

### 6.4 General Delivery Guidelines

The following are general delivery timeframes for international mail:

|                | IPA       | ISAL       |
|----------------|-----------|------------|
| Europe         | 5-9 days  | 10-12 days |
| Japan          | 5-9 days  | 10-12 days |
| Hong Kong      | 5-9 days  | 10-12 days |
| Other Far East | 7-10 days | 12-14 days |
| Australia      | 7-10 days | 12-15 days |
| Russia         | 7-10 days | 12-15 days |
| South America  | 7-10 days | 10-20 days |
| Africa         | 5-9 days  | 15-25 days |
| Middle East    | 5-9 days  | 15-25 days |

These time frames are estimates and are subject to change.

## 7.0 Special Services Mail Pieces

The purpose of this section is to detail procedures for processing mail that requires special handling. Mail requiring special handling includes USPS certified, registered, insured, express, and delivery confirmation mail pieces.

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## Incoming Special Services Mail

### 7.1 Receipt

**7.1.1** Registered, certified, express, insured and delivery confirmation mail packages are received from the USPS twice daily, once before 9:00 AM and once at approximately 12:00 PM. All items received are reviewed by the clerk for proper address and matched against the USPS record of receipt. If correct, the record of receipt is signed by the MSC Special Services Clerk. Any mail not verified should be researched and opened if necessary. Only after researching with no success in identifying the recipient will the item be returned to the USPS. Any other discrepancies are annotated on the record of receipt form, part of which is signed by the Special Services Clerk and returned to the USPS, and part of which is filed in the MSC.

**7.1.2** All USPS special services (accountable) mail pieces will contain a USPS barcode label. The MSC Special Services Clerk will ensure that all incoming USPS special services mail pieces are scanned with the USPS provided barcode scanner. These packages must be scanned daily as they arrive in the MSC. USPS Express mail packages must be scanned by 12:00 PM of the day that the package arrived in the MSC. Once the barcode label has been scanned, the MSC Supervisor or Lead will mark through the barcode label to indicate that scanning of the package has been completed.

**7.1.3** The USPS barcode scanner will be returned to the USPS each afternoon and the USPS will provide the MSC with a new barcode scanner to use for the next business day.

**7.1.4** If items arrive from the USPS in a locked bag, lock and rotary numbers are verified against the USPS manifest for the locked bag. If all numbers match, the MSC Clerk signs the manifest and a copy is given to the USPS delivery representative.

**7.1.5** When items arrive in a locked bag, the MSC Clerk will telephone the GSFC Protective Services Division and ask that a representative come to the MSC to assist in opening the locked bag. Once the Protective Services representative arrives, the MSC Clerk will open the bag and examine its contents for registered mail packages. Locked bags should only be opened in the company of a Protective Services representative. The Protective Services representative will examine all registered mail packages to determine whether or not the package contains classified materials. The Protective Services representative will sign for and take possession of all registered mail packages that contain classified materials. If the documents are found tampered, the GSFC Security representative will contact GSFC Protective Services immediately and an investigation will be conducted.

Registered packages that do not contain classified materials will be re-sealed and processed in accordance with the guidelines below.

These procedures do not apply to lunar samples addressed to the Education Resource Center.

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Note: Code 240 Protective Services Division representative points of contact are as follows:

- Charlett Bowen, ext. 6-5268
- Debbie Haas, ext. 6-4948

**7.1.6** If a USPS Express mail package is received the MSC will email the intended recipient that a USPS Express package has arrived for them, and they can come and pick it up today or it will be put on the Transportation delivery line for later signature delivery. All special services mail pieces (USPS Certified, Registered, Signature Requested (SCAN Mail) must be signed for by the recipient at the Bldg. 35 MSC office. Any of the items that remain in the MSC overnight will be secured in the locked office area of the MSC in order to secure the items.

All return mail receipts that accompany the special services mail pieces remain with the mail piece until final recipient signature is completed.

## **7.2 Preparation for Delivery**

**7.2.1** All special services mail pieces are recorded on the Accountable Mail manifest. The manifest contains the date the item was received in the MSC, the special services tracking number, the sender of the mail piece, the name of the addressee, and an area for the recipient to sign and date upon signature receipt at the Bldg. 35 MSC.

**7.2.2** Special services mail pieces that are not fully or properly addressed are researched using the Locator and Information System (LISTS). The recipients building, room, and code are annotated on each package to facilitate quick notification.

**7.2.3** If a special services mail piece is received for an individual that cannot be identified as a current GSFC employee, the recipients Division Office is contacted for verification. Those pieces that are determined to be specifically for an individual that no longer works at GSFC are returned to the sender. This may involve re-packaging the original mail piece and returning it using one of the special mail services.

**7.2.4** In the event that a special services mail piece is simply addressed to NASA GSFC, the MSC Supervisor will open the package and attempt to determine the proper notification address for that package. All opened packages will be annotated with the date and name of the person that opened the package and the package will be resealed prior to any signature release. This procedure applies to all special services mail pieces with the exception of registered mail pieces, which are handled in accordance with the above procedures in 7.1.5.

**7.2.5** Once all special services mail pieces have been logged on to the Accountable Mail Manifest, a copy of the manifest is printed and attached to the materials that need an accountable signature

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from the recipient to be released. The MSC will keep this copy of the manifest until all packages on that manifest have been signed and accounted for.

### **7.3 Delivery of Special Services Mail**

Special Services Mail pieces (Registered, Certified, Scan Mail) cannot be delivered directly to the recipient. The MSC will send an e-mail to the recipient notifying them of the arrival at GSFC of the item. If the addressee is unavailable, they may assign a division representative in the return e-mail. If the item has not been claimed within 10 business days, the item may be returned to the US Postal Service.

Unclaimed packages and the corresponding manifests will be secured in the MSC overnight.

If the special services mail piece is for an off-site contractor outside of the normal delivery area, the recipient will be contacted and informed that mail requiring their signature is available for pick up. Those recipients must then come to the MSC to sign for and receive their mail piece.

### **7.4 Outgoing Special Services Mail**

**7.4.1** Customers wishing to send a registered, certified, or Express mail piece must complete a GSFC 11-54, Shipping and Mailing Request form. The approved form and the mail piece are then given to the MSC Lead for processing. The MSC Lead will review all items for proper address information and packaging for processing through the USPS. Problems with either are resolved with the customer before package is processed.

**7.4.2** The MSC Lead will process all outgoing special services mail pieces received prior to 1:30 PM for same day pick up by the USPS unless the number of packages received is so large that the packages cannot be prepared before the afternoon USPS pickup. Packages received after 1:30 PM are processed for next day pick up.

**7.4.3** All outgoing Certified Mail is assigned the next sequential number from the package of available USPS certified mail labels. If requested by the customer, a Return Receipt card is included with the package and is prepared by the MSC Lead using information provided by the originator of the package. The sender's mail code is recorded in the upper margin of the card and it is then attached to the back of the outbound package. The certified number and date mailed are annotated on the corresponding GSFC 11-54 and a copy of the GSFC 11-54 is returned to the originator of the package. The certified package is metered with the appropriate amount of postage and set aside for the next scheduled USPS pickup.

**7.4.4** All outgoing Registered Mail is recorded in the USPS Manifold Registry Dispatch Book and assigned the next sequential number from the roll of registered mail labels. If requested by the customer, a Return Receipt card is included with the package and is prepared by the MSC Lead using the information provided by the customer. The sender's mail code is recorded in the upper margin of the card and the card is then attached to the back of the package. The registered mail

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piece is then metered with the appropriate amount of postage and placed in a locked registered mail bag. Prior to USPS pickup, or when the registered mail bag is full, the Special Services Clerk completes the Manifold Registry Dispatch Book. This book identifies the contents of the registered mail bag, the Lock and Rotary number of the registered bag, and the correct delivery and return address information for the registered mail bag. The registered mail bag is then locked. Items too large for the registered bag will have all appropriate paperwork attached to the package itself. The package is then set aside for pickup by the USPS.

**7.4.5** The Manifold Registry Dispatch Book is completed in triplicate and signed by the MSC Lead and the USPS representative who picks up the mail. The original and third copy is given to the USPS courier and the second copy is filed in the MSC.

**7.4.6** All outgoing Express Mail pieces are processed in accordance with the Domestic Mail Manual guidelines. The Special Services clerk will complete a USPS Express Mail label 11B to include the following information: to, from, weight, postage and fees. The label is then copied and the original is placed on the package. The package is then placed on the scale of the mail metering equipment and the appropriate amount of postage is applied to the package. The copy of the Express Mail label is filed in the Express Mail file in date sequence. The Express Mail package is then set aside for pick up by the USPS. Note that USPS Express Mail services are rarely used by the MSC due to the fact that it is more cost effective to use the overnight express options available through the Small Package Office.

**7.4.7** All outgoing special services mail pieces are given to and, if required, signed for by the USPS representative on the regular afternoon mail pickup. Once the special services mail piece has been picked up by the USPS, a copy of the GSFC 11-54 is returned to the originator through the GSFC internal mail system.

## **7.5 Return Receipts**

**7.5.1** The USPS delivers receipts for Registered and Certified mail pieces originated at GSFC back to the MSC. The original return receipt is kept in the MSC and a copy of the signed returned receipt card is returned to the sender who originated the mail piece.

**7.5.2** All supplies needed for outgoing Special Services mail can be obtained through the USPS.

## **7.6 Records**

**7.6.1** All Firm Mailing Books, Manifest Registry Dispatch Books, and registered, certified, and express mail receipts are maintained in accordance with the NRRS.



## **8.0 Goddard Building Mail Stations/Internal MSC Sorting Bins**

The purpose of this section is to provide guidance on the establishment, revision, and maintenance of the Center's mail stations.

### **8.1 Establishing a New Mail Station**

**8.1.1** Requests for mail service to a new GSFC building are coordinated with and approved by the Technical Information and Management Services Branch, Code 271. The MSC is notified in writing of the requirement to deliver mail to a new building and the appropriate changes are made to the mail delivery schedule.

**8.1.2** MSC personnel will establish new mail stations as needed. The mail station will consist of a 3-bag mail rack with bags, incoming mail bins, and a copy of all current signs to include the current mail delivery schedule. An internal mail sign is placed over the 3-bag mail rack to identify the appropriate bags to use for various types of outgoing mail. The 3-bag mail rack will include a green bag for internal mail, a gray bag for external mail, and a brown bag for other NASA Center mail.

**8.1.3** The mail station location will be coordinated with the building Facility Operations Manager (FOM), Code 271, and the MSC. It will be located near a commonly used entrance, preferably on either the ground floor or first floor of the building. The mail station should provide adequate room for delivery and pick up of the mail by both MSC personnel and building occupants and meet all safety requirements for movement in the area.

**8.1.4** The mail station will include plastic bins or shelves for each mail code that will receive mail in that building. In some cases, the building may provide furniture to be used as the mail station, which eliminates the need for the green bins. In either case, a tag with the appropriate mail codes will be neatly written and placed on the front of the bin or shelf. The mail bins or shelves are to be labeled and placed in ascending numerical sequence.

Once the mail station has been set up, delivery of mail to that building can begin at the agreed upon time.

### **8.2 Updating Mail Stations**

**8.2.1** Re-organizations and the establishment of new mail codes require that the mail stations be continually updated. Requests for mail code changes are made in writing by the affected organization's Branch Office and are submitted to the MSC Supervisor. The MSC Supervisor coordinates these changes with the GSFC LISTs Coordinator.

**8.2.2** Organizations requesting a new mail code need to indicate the building in which the new mailbox is needed. New mail codes are assigned in a consistent manner with the organizational



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code. Whenever possible, retired mail codes are not reassigned to another organization for at least 6 months to prevent confusion.

**8.2.3** Customers requesting a mail bin move need to provide the current location of the mail bin, the new building where the mail bin is needed, and the date when the move needs to take place.

**8.2.4** Customers requesting the cancellation of a mail code need to provide the current location of the mailbox, the date that the cancellation should occur, and whether mail received for the deleted code should be forwarded to another code. Mail codes cannot be deleted if there are still employees assigned to that mail code in the LISTs database. All requests for the deletion of a mail code should be checked with the Center LISTs Monitor prior to processing.

**8.2.5** All requests for mail code changes are performed by MSC personnel and are completed within 48 hours of the request or by the requested date of completion.

### **8.3 Maintenance of Mail Stations**

**8.3.1** It is the responsibility of the MSC to ensure that all Center mail stations are kept in clean and safe condition.

**8.3.2** A member of the MSC staff will visually inspect building mail stations at least once every 3 months. MSC personnel will ensure that all appropriate signs are posted and in good condition, that there is no trash or empty mailbags laying around the mail station, and that all mail bins are properly labeled and in ascending numerical sequence. Problems with any of these items are corrected immediately.

**8.3.3** When mail codes are added/changed/deleted at any building mail station, MSC staff will ensure that all bins are reorganized as necessary to ensure that the bins are left in ascending order once the change is completed.

**8.3.4** The mail delivery personnel will visually check all building mail stations daily and report any problems to the MSC Supervisor. These problems, along with any which are reported by customers, are corrected within 48 hours of notification.

**8.3.5** If the furniture that serves as the mail station is found to be unsafe, immediate steps will be taken to correct the safety hazard and replace the furniture. The MSC Supervisor should contact the Excess Warehouse for available furniture that could serve as a building mail station.

### **8.4 Maintenance of Internal MSC Sorting Bins**

Whenever a customer request is received to add, change, or delete a mail code, the internal sorting bins in the MSC will be updated in connection with the change to the buildings mail bin. These internal sorting bins are maintained in numerical sequence so that mail can be easily sorted. When a change to the internal sorting bins are needed, the old sorting bin label will be replaced with the

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new one to reflect the new code or new building for delivery, or the sorting bin label will be removed if a mail code has been deleted. When appropriate, the old mail code information may be annotated on the label of the new sorting bin for mail forwarding purposes.

## **8.5 Reports**

**8.5.1** The MSC Supervisor will maintain a copy of all requests for additions, changes, or deletions to mail codes in accordance with the NRRS.

**8.5.2** The MSC Supervisor will also maintain an up to date list of all active GSFC mail codes by GSFC building number.

## **9.0 Research Mail**

The purpose of this section is to provide procedures to assist in the delivery of misaddressed mail in the most efficient and timely manner possible.

All incoming mail that cannot be easily identified for delivery is put aside in a tray or bin for additional research. During the course of the workday, or at the end of each workday at a minimum, these trays and bins are labeled with the date of receipt and taken to the “research mail area”.

If at any time during the research process a piece of mail is determined to be suspicious, the procedures defined in 270-WI-1490.0.1, Handling Suspicious Mail, will be implemented. These procedures are for the handling of non-suspicious mail items only.

### **9.1 Researching Misaddressed Mail**

All mail which is misaddressed is researched using the LIST system, or if LISTS is not available, through the on-line phone directory on the internet or using a hard copy listing of all GSFC employees. The printed GSFC Telephone Directory can also be used when GSFC club or organization information is needed.

**9.1.1** If the mail contains an individual’s name, the name is looked up in LISTS and the employee’s current mail code is annotated on the mail piece. If the individuals name is not in the current employee directory, the name is checked in the history file. If the name appears in the history file and a forwarding address is given, the mail piece is re-routed to that address. If no forwarding address is given, the research clerk must determine whether or not the mail piece is official business mail or “junk” mail. Junk mail includes advertisements, flyers, and sales announcements from outside vendors. If the mail piece appears to be official business, it is forwarded to the former employees last known mail code. If the mail piece appears to be junk mail, it is put into the Return to Sender bin. (see Return to Sender procedures)

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**9.1.2** If the mail piece does not contain an individual name but does have an office or Company name, that office or Company name is researched in LISTS to determine the mail code. Upon finding the correct mail code, that mail code is written on the mail piece.

**9.1.3** If the mail piece does not contain an employee's name, office name, or company name, but is addressed to a building and room, that information is put into the LIST system. The LIST system will provide a list of all employees who reside in that building and room number. A mail code is selected from the ones listed and annotated on the mail piece.

**9.1.4** Mail which is simply addressed to NASA Goddard Space Flight Center, e.g., does not contain an employee's name, office name, company name, or building and room number, is opened by the MSC Lead or Supervisor. The mail is then reviewed to determine the person or office where the mail piece should be forwarded. Once the mail code is determined, the mail is placed back in the envelope, the envelope is closed and sealed, and the mail code is annotated on the outside of the mail piece.

**9.1.5** All completed research mail that now contains a mail code is taken back to the Pre-sort area at the end of each workday for sorting and delivery.

**9.1.6** All mail that cannot be identified is given to the MSC Lead or Supervisor for final disposition. All possible avenues for determining the correct destination for business related research mail items will be exhausted prior to returning the mail piece to the sender.

## **9.2 Special Considerations**

**9.2.1** Priority, Express, and Certified mail will not be returned to the sender unless all delivery avenues have been exhausted. Only the MSC Supervisor can make the determination to return one of these mail pieces to the sender.

**9.2.2** All mail which contains a request for publications, pictures, posters, or other similar information will be forwarded to the Office of Communications, Code 130.

**9.2.3** All invoices or bills, excluding transportation services, which are not addressed to a specific individual or company, will be forwarded to the Cost and Commercial Accounts Department, Code 155.

**9.2.4** All invoices for transportation services (e.g. UPS, Pilot, Federal Express, DHL), will be forwarded to the Traffic Management Office, Code 279. Note: Carriers have been instructed to send freight invoices directly to NSSC for preliminary processing and subsequently forwarded to Traffic Management @ GSFC for verification of charges.

### **9.3 Priority of Research Mail**

**9.3.1** All internal should be researched and returned to the pre-sort area within 2 business days of receipt of the mail piece.

**9.3.2** All official first class mail should be researched and returned to the pre-sort area within 3 days of receipt of the mail piece.

**9.3.3** All unofficial first class mail and magazines should be researched and returned to the pre-sort area within 4 days of receipt of the mail piece. Unofficial first class mail is defined as postcards, advertisements, and other unsolicited mail that has been metered as presorted first class mail.

### **9.4 Returning Mail to Sender**

**9.4.1** All mail that cannot be identified for delivery is put into the Return to Sender bin. The MSC Supervisor reviews mail in this bin for disposition. If the MSC Supervisor determines that this mail does in fact need to be returned to the sender, he or she will stamp the mail piece with the appropriate "Return to Sender" stamp and return it to the USPS representative on their next scheduled mail pickup.

## **10.0 PERSONAL PROTECTIVE EQUIPMENT**

**10.0.1** Due to increased concerns about the health and safety of the MSC staff, the following personal protective equipment is recommended for usage by the MSC staff:

**10.0.2** Nitrile gloves are recommended for use when sorting incoming mail from the USPS. N95 Particulate Respirators are recommended for use when sorting incoming mail from the USPS.

**10.0.3** MSC employees who choose to use these protective items must follow the recommended procedures for use of these items. These recommended procedures include:

**10.0.4** Gloves should be chosen that fit the employee. Latex and surgical or sterile gloves are not recommended for usage.

**10.0.5** Employees wearing gloves should avoid touching their skin, eyes, or other mucous membranes while gloves are in use.

**10.0.6** Gloves should be removed in accordance with recommendations provided by the GSFC Health and Safety Office. These recommendations are posted in the MSC.

**10.0.7** Respirators should be worn so that they form a seal on the employee's face. Guidelines for use of the respirator masks are posted in the MSC and are available on the informational packet found within the box of respirators.

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**10.0.8** Hands should be thoroughly washed with soap and water when gloves are removed, before eating, and when replacing worn or torn gloves.

**10.0.9** Gloves and respirators can be discarded as regular trash once the employee has finished using them.

NOTE: The use of nitrile gloves and N95 respirators is based on the current recommendations by the Center for Disease Control (CDC). This Work Instruction will be adjusted if necessary in the event that the CDC issues new recommendations.

## **11.0    Reporting Requirements**

**11.0.1** The MSC Supervisor will prepare a monthly report detailing the activities of the MSC. The following information must be reported on monthly:

**11.0.2** Total amount of postage spent per month and the number of outgoing mail pieces processed by account number.

**11.0.3** Total postage added to each meter by the meter serial number.

**11.0.4** Number of outgoing certified, registered, and Express mail pieces.

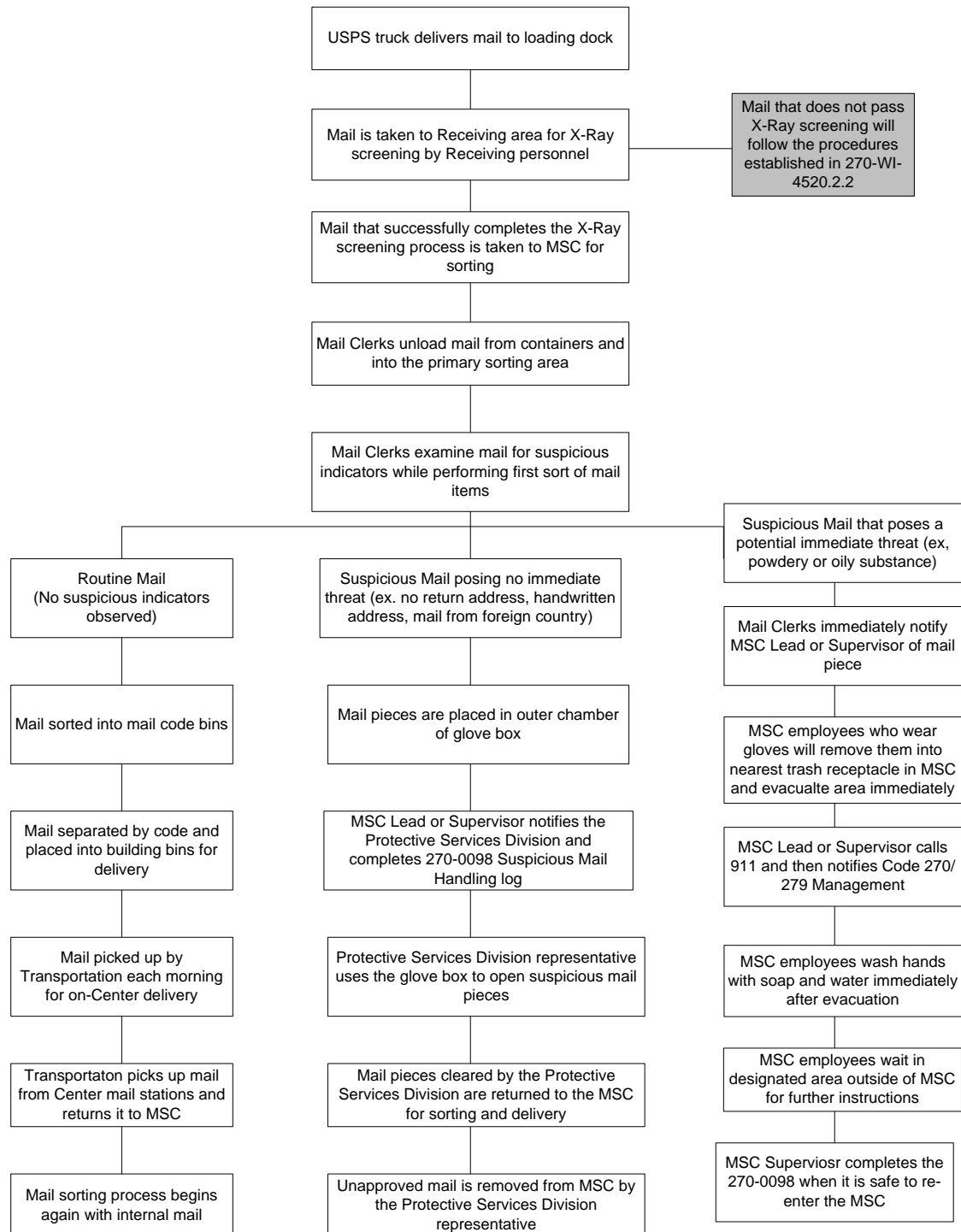
**11.0.5** Estimated number of incoming mail pieces with a breakdown of the incoming registered, certified, and express mail pieces.

**11.0.6** Estimated number of internal mail pieces processed.

**11.0.7** Number of distribution jobs processed and the total pieces associated with those distribution jobs.

**11.0.8** Estimated number of research mail pieces handled.

The following exhibits the flow of U.S. Postal Service mail through the receiving process at the Mail Services Center:



## **Appendix A – Definitions**

A.1. Designated Country List – is a compilation of countries with which the United States has no diplomatic relations, countries determined by the Department of State to support terrorism, countries under Sanction or Embargo by the United States and countries of Missile technology concern.

A.2 The International Coordinator must approve packages being shipped to a Designated Country prior to the package being shipped. The current list of designated countries is available at [http://oiir.hq.nasa.gov/nasaecp/DCList\\_07-01-15.pdf](http://oiir.hq.nasa.gov/nasaecp/DCList_07-01-15.pdf)

A.3 Personal Protective Equipment - (PPE) refers to protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury.

A.4 Suspicious Mail – all mail items, which include letters, parcels, and boxes, that have an appearance such that the contents of the mail item are considered potentially threatening. The MSC shall use a USPS, DHS, and GSA published list of suspicious indicators to judge whether or not an item is suspicious.



## Appendix B – Acronyms

|       |  |
|-------|--|
| CFR   | Code of Federal Regulations  |
| EPAS  | Emergency Public Address System.   |
| FOM   | Facility Operations Manager  |
| GPR   | Goddard Procedural Requirements  |
| HVAC  | Heating, Ventilation, Air Conditioning refers to internal building environmental control systems.  |
| LISTS | Locator and Information System   |
| MSC   | Mail Service Center  |
| NPD   | NASA Policy Directive  |
| NPR   | NASA Procedural Requirements   |
| NRRS  | NASA Record Retention Schedule.  |
| PPE   | Personal Protective Equipment (PPE) refers to protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury. |
| SOC   | Security Operations Center   |

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## **Attachment #1**

### **DESIGNATED COUNTRIES (01/14/2014)**

This list of “Designated Countries” is a compilation of countries with which the United States has no diplomatic relations, countries determined by Department of State to support terrorism, countries under Sanction or Embargo by the United States and countries of Missile Technology Concern. Foreign National visitors to NASA from these countries require Export Control approval by a Center Export Administrator. All NASA mail to these countries requires the concurrence of a NASA Center Export Administrator, in accordance with NPR 1450.10D, NASA Correspondence Management and Communications Standards and Style, Appendix E. Countries with an “X” in column III require the Headquarters Export Administrator’s approval.

#### **Current Website Listing:**

<http://www.hq.nasa.gov/office/oer/nasaecp/index.html>

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**Attachment #2**

**GSFC MAIL SERVICES CENTER**  
**Building 35, Room 131**  
**DELIVERY AND PICK-UP SCHEDULE**  
**Effective September 1, 2015**

|      |  |       |              |
|------|--|-------|--------------|
| 7:30 | Bldg 35 (delivery via internal distribution bin) |       |              |
| 7:45 | Bldg 27  | 10:00 | Bldg 23      |
| 8:00 | Bldg 34  | 10:10 | Bldg 22      |
| 8:05 | Bldg 32  | 10:15 | Bldg 16      |
| 8:10 | Bldg 79  | 10:21 | Bldg 16W     |
| 8:15 | Bldg 33  | 10:28 | Bldg 7/10/15 |
| 8:20 | Bldg 25  | 10:34 | Bldg 5       |
| 8:25 | Bldg 17  | 10:39 | Bldg 4       |
| 8:33 | Bldg 12  | 10:45 | Bldg 90      |
| 8:41 | Bldg 3/13/14                                     | 10:50 | Bldg 97      |
| 9:00 | Bldg 8   | 10:54 | Bldg 18      |
| 9:10 | Bldg 9   | 10:59 | Bldg 19      |
| 9:15 | Bldg 1   | 11:04 | Bldg 20      |
| 9:21 | Bldg 6   | 11:11 | Bldg 28      |
| 9:28 | Bldg 21  | 11:17 | Bldg 29      |
| 9:37 | Bldg 30  | 11:22 | Bldg 29A     |
| 9:45 | Bldg 11  | 11:27 | Bldg 88      |
| 9:51 | Bldg 26  | 11:35 | Bldg 86      |

Bldg L40 JPSS is on a separate pickup and delivery schedule at 1PM daily.

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### CHANGE HISTORY LOG

| Revision | Effective Date | Description of Changes  |
|----------|----------------|---|
| Baseline | 6/24/14        | Initial Release   |
| A        | 1/5/16         | <p>Combines functions of the Small Package Office with the Mail Services Center, cancels 270-WI-6400.1.7E.</p> <p>P.2 APPLICABILITY; added “small packages”.</p> <p>P.3 REFERENCES; added “GSFC 20-4 Shipping and Transfer Request form” and “D:4 Designated Countries List Attachment #1 (<a href="http://oiir.hq.nasa.gov/nasaecp/DCList_07-01-15.pdf">http://oiir.hq.nasa.gov/nasaecp/DCList_07-01-15.pdf</a>)”.</p> <p>P.4 CANCELLATION; “270-WI-6400.1.7E, Shipping Material through the Small Package Office”</p> <p>“270-WI-1460.2.2, Mail Services Center “.</p> <p>P.6 SAFETY PRECAUTIONS AND WARNINGS; added precautionary warning for hazardous materials, and Property screening requirements for ECN tagged items and items valued &gt;\$5,000.</p> <p>P.7 TRAINING; added two training related items regarding vendor provided equipment and providing information to center customers on process changes.</p> <p>P.8 RECORDS; added form “GSFC 20-4 Shipping and Transfer Request”.</p> <p>4.0 OUTGOING PACKAGES; added new section regarding preparation and shipment of 25lbs packages.</p> <p>Appendix A – Definitions; added listing for current Designated Parties Listing. Attachment #2 Revised GSFC Mail Delivery Schedule effective date.</p> |
|          |                |   |
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|          |                |   |

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